



Central Connecticut State University

*Start with a Dream. Finish with a Future.*

**Purchasing Department**

**REQUEST FOR PROPOSAL 2016-32**  
**Dining Services Operations**  
**Addendum #7 Dated May 17, 2016**

**Contents of Addendum 7 –**

**1. Provide answers to questions received by prospective bidders**

**1. The following are a list of questions received and answers**

**QUESTIONS – BATCH 1 – RECEIVED ON 5/16/16**

1. Of the 2,499 maximum available beds on campus for the Fall 2016 semester, how many do you anticipate to fill?

**ANSWER:**

The University is budgeting an increase of between 20 to 50 residential students over the 2015/2016 Academic Year.

2. What was the Participation (%) per meal plan for the Spring 2016 semester?

**ANSWER:**

|                                 |     |
|---------------------------------|-----|
| All Access + 20 Guest           | 31% |
| All Access + 20 Guest + \$100BC | 42% |
| All Access + 20 Guest + \$200BC | 9%  |
| All Access + 20 Guest + \$250BC | 18% |

3. What was the spring 2016 semester daily rate per meal plan?

**ANSWER:**

\$13.57

4. Please provide a copy of the current CBA?

**ANSWER:**

See Attachment DD for a copy of the Collective Bargaining Agreement for local 217. The University will be providing supplementary information related to the Union employees, in the interim feel free to contact Connie Holt, from Local 217 Unithere at (203) 586-8414.

5. Please provide a copy of the most current seniority list, their hourly rates and their job classifications

**ANSWER:**

The University will be issuing additional information via addendum once available

6. Please provide a copy of a full weeks schedule (no holidays, spring break or finals week) for ( Memorial Hall, Hilltop Café and Devil's Den)

**ANSWER:**

The University does not have access to this information.

7. Of the current employee pool covered by the CBA, how many select family coverage, self plus 1 coverage, and individual coverage?

**ANSWER:**

See Attachment DD for a copy of the Collective Bargaining Agreement for local 217. The University will be providing supplementary information related to the Union employees, in the interim feel free to contact Connie Holt, from Local 217 Unithere at (203) 586-8414.

8. How many commuter's had a meal plan during the spring 2016 semester?

**ANSWER:**

If it is related to Commuter Plan, Commuter Meal Plans can be purchased by anyone on campus including Faculty and Staff. Total of 524 plans were sold; unduplicated plans sold were 354.

If the question pertained to Commuter Students who were on the all-access plan, there were approximately 23 non-resident students who were on the all-access residential meal plans for the spring semester.

9. Will CCSU consider a longer contract other than the proposed 4yrs, 11 months?

**ANSWER:**

The University is willing to consider a two term contract: the first term is 4 year and 11 months, and upon mutual agreement the contract can be extended for a second 5 year term.

10. When is the student orientation scheduled in August, 2016?

**ANSWER:**

Student Orientation for the academic year 2016-2017 will be held Friday through Sunday, August 26 – 28, 2016.

11. Can CCSU provide a confirmed list of summer conferences beginning August 1, 2016?

**ANSWER:**

The University will issue the list as part of an Addendum.

12. What happens to unused Blue Chip Dollars at the end of the fall and spring semesters? What is the dollar amount of the unused Blue Chip Dollars at the end of the fall and spring semesters for past 2 years? Please provide the dollar value of any additional Blue Chip Dollars sold to students beyond the standard meal plans (both voluntary and mandatory) last year.

**ANSWER:**

CCSU's ID card is called the Blue Chip Card. It is a declining balance card, not a credit card. It is produced by the Card Office for students, faculty and staff. Students have the ability to purchase Meal plans that include an additional dollar amount i.e. (\$100, \$200, \$250) that is added to the Blue Chip Card at the beginning of the semester. Students, faculty and staff can also put funds on their cards online thru the CCSU website, at CVC machines located in several locations on campus or at the Bursars office. There are no limits related to the Blue Chip deposits/expenses and the funds never expire. Balances are refunded upon request or when a student graduates.

Funds on the Blue Chip Card can be used at the book store, library, computer labs, vending machines, student center post office, all the food venues on campus, including concessions and at approximately 30 off-campus vendors. The Laundry, copiers and printers only accept Blue Chip Cards.

Blue Chip purchases made in any of the contractor's food venues on campus are billed to the University weekly.

As noted, above, the Blue Chip dollars do not expire, they roll from one semester to the next. Upon graduation accounts with balances greater than \$10 are refunded to the student.

These are the Blue Chip balances for all cards issued.

12/18/2014 \$199,906

5/11/2015 \$168,306

12/21/2015 \$193,326

5/16/2016 \$169,990

Total Blue Chip Deposits to all students, faculty, and staff.

FY 2015 \$2,466,130

FY 2016 \$2,060,586 – Note that effective 7/1/2015 the current contractor discontinued 20% Blue Chip Discount in the Devils Den

13. What is the dollar amount of the meal plan override the University receives from selling meal plans to students, not including all utilities (water, HVAC, sewer, electric,

gas, etc.), HVAC cleaning and maintenance, trash removal, building maintenance, grounds keeping and snow removal?

**ANSWER:**

The University will provide this information as part of an addendum.

14. Historically, has the University taken the students meal plan deposits and made an advance payment to the food service vendor? If so, what has been the advance payment dollar amount paid to the vendor this past year?

**ANSWER:**

The University has not diverted deposits to the food vendor, however, the University has made 5 equal fixed payments on a schedule similar to the following during the past fiscal year, and had assumed in the Contract Boiler Plate, a similar schedule would be used for this procurement.

For the 2016-2017 Fiscal Year:

TBD for August 20, 2016

TBD for September 20, 2016

TBD for October 20, 2016

TBD for January 20, 2017

TBD for February 20, 2017

15. Is there any catering service provided off-campus (e.g. President's House)?

**ANSWER:**

Historically there have been events which have been catered at the President's House, as well as at our location in downtown New Britain.

16. Please provide the current yearly donation form (sic) the existing food service provider.
- In kind Catering Funds - who and how much? +
  - Athletic events – what and how much?
  - Scholarships – how many and how much?
  - Academic events – what and how much?

The current contract does not include an in-kind catering contribution, however, this procurement requires a \$30,000 in-kind annual catering contribution to support orientation activities.

The current contract requires an annual \$20,000 scholarship contribution.

Other One-time funding provided for in the current contract that have a positive impact on Academic Events:

- The Current Contract provided a one-time engagement of an outside consulting firm to enhance student recruitment and retention valued at Eighteen Thousand Five Hundred

Dollars (\$18,500.00). Such consulting firm shall collaborate with CCSU's Office of Admissions and the Contractor's Dining services' team to build the bridge between how the campus visit and dining impacts enrollment decisions. The student recruitment and retention consultant shall develop a plan to improve all aspects of the campus visit.

2. The Contractor agrees to pay the University a one-time signing bonus in the amount of Three Hundred Fifty Thousand Dollars (\$350,000.00), which shall be paid to Central Connecticut State University on or before July 31, 2015.
3. The Contractor shall provide a student recruitment and retention initiatives fund with a value of Twenty Five Thousand Dollars (\$25,000.00) annually during the term of the Agreement in order to support CCSU's Office of Admission by providing complimentary meals for campus tour-related visitors and to sponsor recruitment-related promotions.

17. Commissions - Please provide the current percent rate by each revenue category or percentage of revenue structure.

ANSWER:

See Attachment Y, the retail tab, which includes this information.

18. Please provide the make, model, and date of purchase of the current access & POS systems.

ANSWER:

Micros 3700, Workstation 5a, software version 5.4 March 2012

19. Who currently provides the vending services on campus?

ANSWER:

Berkshire Food, LLC & Coke

20. Who currently provides the facility services on campus?

ANSWER:

Clarification will be submitted to bidder.

21. Please define the number of board billing days (including the date and first meal served and the date and last meal served). What is the number of board billing days projected for the Fall 2016 and Spring 2017 semesters? Please include all partial billing days.

ANSWER:

See Attachment BB, issued as part of Addenda 6 for a day by day count for the 2016/2017 Academic Year. There are 214 board days in the 2016/2017 Academic Year.

22. Is there an administrative fee charged to the Contractor on sales from any Other Campus Charge card? If yes, what administrative fees do you anticipate charging in 2016-2017?

ANSWER:

We have presumed this question pertains the University Blue Chip Card, there are no fees charged to the Contractor for the use of the Odyssey/Blue Chip Card system.

23. What is the current POS in use and is it owned by the current contractor or University?

ANSWER:

Micros 3700 it is owned by the University but operated by the contractor.

24. Please clarify whose responsibility it is to clean the dining rooms. The sample contract shows that the vendor is responsible for the dining room cleaning. The RFP does not define cleaning the dining room as a responsibility of the food service vendor.

ANSWER:

For detailed cleaning see the following addendum, attachments and exhibits:  
See addendum #3 Attachment A – Boiler Plate Section 8 and Exhibits B-F  
See addendum #4 revision of section 3.3.K

25. Please provide a list of any know infrastructure deficiencies and code violations that the institution is aware of to date within the dining areas.

ANSWER:

There are no infrastructure/building code violations which hinder the program operation of the building.

26. May the University consider providing access to any campus leadership and/or committee members /or students so that we can better understand desired goals from this process?

ANSWER:

See response provided in Addendum 2, Question 1.

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BATCH 2

1. What was the latest capital investment amount made by the incumbent?

ANSWER:

Please take note of the RFP and Attachment A, of the Contractor Boiler plate, which changes the mechanics of the amount and operation of capital investments. In addition, these values are in addition to financial obligations associated with Smallwares and Capital Equipment.

The Current Contract Capital Investment is structured as follows:

Improvement Fund Commencing October 1, 2015 and January 1, 2016 and each October 1<sup>st</sup> and January 1<sup>st</sup> during each Fiscal Year of the term of this Contract, from the Variable Annual Compensation paid to the Contractor, the Contractor shall issue a check made payable to Central Connecticut State University in the amount of Two Hundred Thousand Dollars (\$200,000.00) to fund an Improvement Fund during the initial five (5) year term of this Agreement.

If the parties agree to extend the term past the initial five (5) year term of the Agreement the Contractor agrees to increase the amount of the Improvement Fund to Three Hundred Thousand Dollars (\$300,000.00) due payable on October 1, 2020 and January 1, 2021 and each October 1<sup>st</sup> and January 1<sup>st</sup> during each Fiscal Year for the remaining term of the Agreement.

In addition, to these Improvement Fund investment, the Current Contractor made

The Contractor agrees to pay the University a one-time signing bonus in the amount of Three Hundred Fifty Thousand Dollars (\$350,000.00), which shall be paid to Central Connecticut State University on or before July 31, 2015. Contractor shall amortize the one-time signing bonus on a straight-line basis over five (5) years, commencing with the date payment is made. In the event the Agreement is terminated for any reason prior to the completion of any contract year, University shall reimburse Contractor, within five (5) days after receipt by either party of any notice of termination, the unamortized portion of the signing bonus and Contractor shall have no further obligation under this Section 9.5.

#### Capital Contribution Fund

The Contractor agrees to provide the University with Capital Contribution Funds to supplement the University Improvement Fund as follows:

- a. One Million Dollars (\$1,000,000.00) upon full execution of this Agreement but no later than July 15, 2015;

b. One Million Dollars (\$1,000,000.00) on or before July 1, 2020.

2. Did the incumbent terminate this contract early or did the university exercise its out clause?

ANSWER:

The incumbent exercised the cancellation for convenience provision of our Contract.

3. What caused this contract to come out early?

ANSWER:

The incumbent exercised the cancellation for convenience provision of our Contract.

4. Of the meal plans sales provided in the RFP, is this what the contractor received in 2015-16?

ANSWER:

Clarification requested from bidder.

5. Please provide:

- a. the number of current dining room associates by location.
- b. a hire date list for all current employees by location.
- c. a list of employees noting their position, years of service and current rates of pay.
- d. a complete collective bargaining agreement for the current contract.
- e. a list of employees by location during non-academic times.

ANSWER:

See Attachment DD for a copy of the Collective Bargaining Agreement for local 217.

The University will be providing supplementary information related to the Union employees, in the interim feel free to contact Connie Holt, from Local 217 Unithere at (203) 586-8414.

f. the undepreciated balance of the capital investment that was made.

ANSWER:

The University is not seeking any contribution for any undepreciated capital investment.

g. the capital investment estimate for the Starbucks conversion in the library.

ANSWER:



The University is funding the design and construction of the conversion to a Starbucks.

- h. a more definitive budget on Starbucks.

**ANSWER:**

The Contractor will be required to enter into a Master License Agreement with Starbucks. Any questions related to operational requirements associated with a Starbucks Store should be directed to:

Philip Potenza  
Starbucks Coffee Company  
P - 347-768-0728  
F - 347-823-1512  
[ppotenza@starbucks.com](mailto:ppotenza@starbucks.com)

- i. current summer camp day rates for Breakfast, Lunch and Dinner.

The University does not have established summer camp day rates, or rates for Breakfast, Lunch and Dinner. Each group has a tailored meal set up for them based on their need and budget. Football camp, Basketball camp, TRIO, EOP, ConnCAP, Music... etc, all get what they decide is best for them, and it is based partly on the budget provided to Catering.

The gross sales for May 26 to Aug 27 2015 was \$492,000, which includes ALL catering. Not just camps or summer programs. We do not have a “summer meal plan” so all are listed as catering.

- 6. Will the Starbucks POS system be integrated in to the dining services POS?

**ANSWER:**

The University has a Point of Sale system for Devils’ Den and other retail locations on campus, Starbucks will be using this system. The device used for residential dining is a simple card swipe system that just deducts a board meal, bonus meal, or Blue Chip declining balance from a student’s card.

- 7. How many POS systems are currently on campus and by location?

**ANSWER:**

We only have one true Point of Sale system, Micros. We have Micros registers located in Devils Den (4), Jazzman (to be renovated into Starbucks), Social Sciences Hall coffee cart, and Arute stadium for concessions for a total of 7 registers.

- 8. What is the annual cost for CBord licenses and CBord annual fees?

**ANSWER:**

The University pays for the CBord annual Software Maintenance Fees.

9. Please validate the smallwares inventory the university owns by each campus dining location.

**ANSWER:**

The University owns all smallwares and capital equipment regardless of who purchases them. This information will be issued via an addendum as Attachments T & U.

10. Who owns the cabinetry and equipment at “The retail wall”?

**ANSWER:**

The University owns all cabinetry and equipment.

11. Who owns the current meal plan china at Memorial Hall & Hilltop location?

**ANSWER:**

The University.

12. Who is responsible for cleaning of the seating area floors in Memorial Hall, Hilltop, and Student Center?

**ANSWER:**

For detailed cleaning see the following addendum, attachments and exhibits:

See addendum #3 Attachment A – Boiler Plate Section 8 and Exhibits B-F

See addendum #4 revision of section 3.3.K

13. Are there discounted meal plans currently provided for RAs? If yes, how many?

**ANSWER:**

The Contractor is required pursuant to Boiler Plate Contract Section 9.3.1 and also noted in this Financial Template, Attachment Y, to provide 75 all-access residential meal plans at no cost to the University.

14. Who is responsible for the undepreciated \$400K annual improvement fund for 2016 & 2017?

**ANSWER:**

The University is not seeking any funds from the future contractor related to depreciation of previous contractor investments.

15. Have there been any recent student satisfactory surveys conducted? If yes, can we review your most recent survey results?

**ANSWER:**

The University will issue as a separate addendum.

16. Does the college own .....

- Credit card reading systems?
- The office safe?
- LED Monitor menu boards?

**ANSWER:**

The Contractor owns the Credit Card reading systems. See attachment A – Boiler plate contract section 7.17 for additional information. Per addendum #3 the University's Information Technology department has made time available as follows:

CCSU's Information Technology will make the following time available for any perspective bidders to see CCSU's infrastructure. Interested bidders are instructed to go to Henry Barnard room 0190000 on Friday May 20, 2016 between 10:00 am and 12:00 pm.

The University owns the office safes, and the LED Monitor menu boards.

17. Who is responsible for the cleaning and resetting of the room after catered events?

**ANSWER:**

Refer to Attachment A – Draft Boiler Plate contract section 8.4.6.

18. Does the university own and store all the tables and chairs for catering events?

**ANSWER:**

The University owns and stores a sufficient inventory of tables and chairs for catering events in its facilities. On the occasion where specialty furniture is required, the university rents and passes along the cost to the client directly. See Attachment CC for a list of rooms that could be potentially be utilized for catering, and their maximum capacity.

19. Who owns all the catering wares?

**ANSWER:**

The University owns all catering wares as part of their smallwares inventory, as noted.

20. Who is responsible for setting up and breaking down catered event rooms?

**ANSWER:**

Catered events in Memorial Hall are set up by Dining/Catering Services. Student Center staff sets up Student Center rooms.

21. Does the incumbent have any vehicles necessary to provide and facilitate the day-to-day services? If yes, how many dining services vehicles are on campus? Is there parking for these vehicles?

**ANSWER:**

Refer to Attachment A, Contract Boiler Plate, Section 7.11 which provides requirements related to vehicles for this procurement. The current Contractor leases a van.

22. What national brands have the students indicated they would like to see or would welcome on campus?

**Answer:**

The University has not surveyed the students to identify particular brands that they are interested in. There is campus-wide excitement about the addition of a new Starbucks Store, and the possibility of other national brands coming to campus.

23. Who is currently responsible for equipment repair and maintenance?

**Answer:**

Refer to Attachment A, Draft Contract Boiler Plate contract section 7.2 and section 7.18 for information related to equipment repair and maintenance.

24. What have annual repair and maintenance cost for dining services typically run?

**Answer:**

Pursuant to Section 7.2 of Attachment, Contract Boiler Plate, the Contractor is responsible for the \$100,000 annually in capital equipment and repairs. If the actual expenditures are less than \$100,000 the balance is remitted annually to the University.

The Contractor is not financially responsible for the repair and replacement of major mechanical electrical and plumbing (MEPs) unless the Contractor's negligence has caused or contributed to the repair or replacement of MEP. For purposes of this RFP, MEP'S include the University's HVAC systems.

25. What is the current catering commission structure for internal events and external events?

**Answer:**

The University does not receive a commission from the Contractor. See Attachment Y, Financial Template, which was issued as the 4<sup>th</sup> Addenda on 5/16/16. The Retail Sales tab includes information related to financial terms in the University's existing contract. Catering is classified as a retail sale, and is included in Retail Variable Sales. There is currently no distinction between internal and external events.

26. What are the current contractor day rates per meal plan that they receive for the fall and spring semester?

Answer:

The rate for the fall, 2015 semester was \$12.88 per board day per student, and the rate for the spring, 2016 semester was \$13.57. The increase from one semester to the next was a result of the addition of the second residential dining facility.

27. What is the current retail commission structure on campus?

Answer:

The University does not receive a commission from the Contractor. See Attachment Y, Financial Template, which was issued as the 4<sup>th</sup> Addenda on 5/16/16. The Retail Sales tab includes information related to financial terms in the University's existing contract.

28. What are the anticipated contractor meal plan service dates for fall 2016 and spring 2017?

Answer:

See Attachment BB, issued as part of Addenda 6 for a day by day count for the 2016/2017 Academic Year. There will be 214 board days in the 2016/2017 Academic Year.

29. What is the current minimum guarantee the contractor pays the university?

Answer:

Please see the Retail Sales tab of Attachment Y, which includes information about the variable sales structure in place.

30. Are we to use 215 days for our board plan services days for 2016-17?

Answer:

See Attachment BB, issued as part of Addenda 6 for a day by day count for the 2016/2017 Academic Year. There are 214 board days in the 2016/2017 Academic Year.

31. Will meal plan exchanges be able to be used at the licensed Starbucks in the library?

Answer:

Residential dining students currently receive 20 bonus meals per semester. The students can use a bonus meal at the following locations and times:

All below available only after 1 PM except as noted.

Grille: Combo meal that has fries with a soda.

SubConnection: 6" sub with soda.

Pizza: Slice of pizza with a soda OR

A salad with a soda.

Jazzmans:

A medium smoothie OR

Medium hot or iced beverage OR

Packaged salad OR

Packaged sandwich OR

A pastry and a 16oz brewed coffee.

Grand Central:

Any ToGo Salad or Sandwich and soda OR

Medium iced or hot specialty beverage OR

Any F'Real Milkshake OR

Any pastry and a 16 oz brewed coffee (7:30 AM – 11 AM)

In addition, the bonus meals can also be used for guests at the residential dining facilities.

32. Do you currently allow meal plan exchanges at any retail venue?

Answer:

“Bonus Meals” can be used at retail locations for predetermined “packages” noted in #31. A regular meal “swipe” cannot be used at a retail location.

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BATCH 3

1. RFP (page 22) says that Starbucks hours will be extended when service window is operational. What are these anticipated extended hours?

Answer: Refer to Addendum 6

**All other terms, conditions and specifications in the RFP remain the same.**

**End of Addendum #7**